
Shelter Work in the United Kingdom

英国におけるシェルターワーク

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First of all, I'd like to start by saying thank you so much for inviting me here, and it's a real honor to be speaking to you today. I hope that I will have some information that will be of use and value to you, [Slide 1].

A little about myself to start off with: My name is Miranda Luck and I've worked in animal welfare for a very long time. I was in the fortunate position to be raised in New Zealand on a farm. So I was surrounded by sheep (not surprisingly), cattle, goats, ducks, chickens, dogs, cats, and lots of species. So I was always very interested in animals and their welfare.

I traveled to the UK, qualified as a Veterinary Nurse and worked my way through the system training as a surgical nurse operating in theatres and working with the vets. I worked in private veterinary practice and in welfare veterinary practice, and that's where I developed my true passion for animal welfare.

I'm now the lead trainer for the RSPCA International Department providing training workshops and advice for different organizations, NGOs and government organizations around the world.

[Slide 2] My associates who work with me at 'Miranda Luck & Associates' are trusted and valued colleagues specialized in other areas including veterinary surgeons, animal behaviorists, and people who develop animal shelter design.

Today I have been asked to talk about Shelter Work in the UK so I'm going to look at four main areas, and these are the importance for the RSPCA in the development of shelters. [I will also talk about] the five

freedoms which I know I've mentioned yesterday and how you can incorporate them into the decisions you make at your animal shelter and then, looking at them more closely, how you can incorporate them into rehoming policy, and standard operating procedures. And then I'll just finish with some facts and figures.

So here is a brief introduction to the RSPCA, [Slide 4]. The letters stand for Royal Society for Prevention of Cruelty to Animals. The organization was started in the early 1800s but was awarded its Royal Patronage support by Queen Victoria in 1824. It was originally developed to help working animals, mainly workhorses, but over the years the RSPCA developed to specialize in four main areas. Those areas are 'farm animals', 'companion animals', 'wildlife' and 'research'. Today I'm focusing on companion animals.

To carry out the valuable work of the RSPCA, they employ over 1,000 staff members and, equally as important, over 700 volunteers. These 700 volunteers work just as hard, for as many hours and for as long as the paid members of staff. They are a very valuable asset to the RSPCA and without them they couldn't complete their work.

[Slide 5] That work includes managing and taking care of 52 animal centers in England and Wales. Those 52 animal centers care for about five-and-a-half thousand dogs and cats at any one time. They also care for other different species, including farm animals and small domestic pets like rabbits, guinea pigs, and hamsters which are growing in popularity in the UK.

So all of this success didn't happen overnight and it's important to think about the history behind shelters and how they developed in order to look at the future,

[Slide 6]. So if we look at the past, back to the Victorian Era, to the age of Queen Victoria's reign there was an identifiable change in attitudes and people's behavior towards animals. This really stemmed from an outbreak of rabies.

In 1830, there was a huge rabies epidemic in the main cities of England and Wales and this brought about a lot of questions, specifically about dogs. Who owned them, who looked after them, who was responsible for them and how to deal with the disease? This coincided with the lot of interest at that time in scientific experiments and animal vivisection.

One of the rules regarding rabies was that every dog must be kept indoors, enclosed or must wear a muzzle. This caused outrage to many citizens and to many sections of society. People were concerned that dogs wearing muzzles wouldn't be able to drink, eat, or survive on the streets.

Scientific experiment and vivisection was also of grave concern. So during these times the RSPCA (or, initially it was the SPCA before it gained Royal Patronage), developed as did a number of other animal welfare charities and organizations. One of the means that the RSPCA wanted to share their important message about the care of animals was through the development of a group called "The Band of Mercy".

The Band of Mercy was designed to encourage school children to take care of animals. All school children in England and Wales were asked to sign a pledge to be kind to birds and animals. This group was a huge success and proved to be very popular. It was also a means of sharing information and advice about pets.

The dogs had been captured and taken off the streets because of the rabies had been put into shelters or centers or homes. Really these were designed for humane euthanasia. As time went on, the keepers of these dogs and cats realized that they could possibly find homes for them. So that was the beginning re-homing or animal adoption.

One of the oldest animal re-homing centers in London is Dog's Home Battersea, and they were very fortunate in that Queen Victoria's son Prince Leopold, was one of the first adopters of one of their dogs which gave them a lot of support and a lot of backing. So it was bit like today's celebrity backing, it was very important at the time.

[Slide 7] We move into the next century. With rabies eradicated by 1902, the understanding of animals and the importance of keeping animals as companion animals grew. Personal wealth also grew as did marketing and the ideal picture of an animal being part of the family home. The Lassie movies of the 1940s such as, "Lassie Go Home" etc. were very popular in the UK. These movies and merchandise – books and stories - all promoted the idea of having a pet in your family and responsible pet ownership. Other advances such as, pet food being available in tins, easy to use, and available from supermarkets also made pet ownership a much more positive experience.

So the question is - where are we now? Well, we are heading into the future, [Slide 8]. As you can see from the figures on the screen, pet ownership is huge in the UK. Constant campaigns have resulted in pets being rehomed more frequently from rescue centers than from breeders or pet shops which we are hugely pleased about. But that hasn't happened overnight, it happened with a lot of campaigning and a lot of constant pressure by animal welfare organization to highlight responsible pet ownership and the idea of positive animal adoptions. In 2008, through the campaigns and practical achievements, it is thought that over 200,000 dogs and cats were successfully adopted in the UK. So, how has this been achieved? It has been through the careful development and planning and management of shelters.

Yesterday the five freedoms were discussed, [Slide 9] and I can't stress how important they are. (They are on the screen again now). As mentioned, they are originally designed for farm animal welfare but they actually apply very nicely to the requirements of animals at shelter.

[Slide 10] This is an organizational chart showing the basics of animal shelter management and the standards you should be focusing on and how to develop them. And you could use this chart either for reviewing your existing animal shelter management or for developing a new one. Use the five freedoms to help you develop or determine your animal welfare standards.

[Slide 11] 'Policies' represent the position that is held by an organization, the principles of your organization values that you feel strongly about. For instance, a policy may be about behavior assessment before you allow your animals to become available for adoption. The uniformity of these policies amongst you all (as various animal welfare organizations) is really important because if you have uniform or similar policies – for example, 'that old dogs or cats will be assessed before they are re-homed' – if all of you practice that policy, then you will give the general public, your potential adopters, the same view that all animals adopted from the shelter have been assessed. That is something positive – and will enhance public understanding and responsibility.

Now, there are three areas I feel very strongly about developing policies on, namely, 'neutering', 'euthanasia', and 're-homing' (animal adoption). But we are just going to look at animal adoption today.

[Slide 12] 'RSPCA Policy'. Now, I will talk specifically about RSPCA policy on re-homing. One of the rules and policies that we have is that every animal is behavior and health-assessed before adoption. This is a 10 day assessment minimum to make sure that the animal is healthy and a 10 day minimum assessment of its behavior. During that time we are testing the dogs or cats in regard to how they react to other dogs, how they react to cats, how they react to traffic and all sorts of situations. From this we can develop a picture of how that animal is going to cope in its new home.

We also assess the adopter to make sure that they understand that the dog needs food, water, exercise and to make sure that the dog is going into environment where it can be happy. RSPCA policy is

also that potential adopters must meet the animal in person and that includes the whole family. That could be a mum, dad and a couple of kids with perhaps their grandma (who comes and visits every weekend). They are all invited to meet the dog to make sure that everyone is going to be happy with the situation. Home visits are also carried out, where an RSPCA volunteer visits the people in their home to make sure that the environment is safe and secure.

Once the animal has been adopted then post home visits are carried out within a three month period to ensure that the animal has settled in well and that both the adopter and the animal are happy. In the case of 'returns' – that is, those animals that do not settle in well and are returned back to the animal center – these are assessed on their return and an 'exit interview' conducted to determine why the animal came back. We can use this sort of information to identify why that particular re-homing or adoption didn't work out. We can identify what went wrong and how it can be addressed in the future. That concludes re-homing as a policy.

[Slide 13] This slide shows 'standard operating procedures' and, in particular, we are going to look at 'record keeping'. There are four main areas including 'staff', 'record keeping', 'incoming and outgoing animals' and 'shelter routines'. Standard operating procedures are detailed written instructions to achieve excellence and uniformity for a specific shelter function or task. I feel it is very important that these are written instructions and that all staff members are aware of them so that everyone knows the procedures, the policies, how they are to be done and carried out.

The one we are looking at specifically today is 'record keeping', [Slide 14]. This chart is a template, a standard form that's used in RSPCA shelters and it lists reasons why animals may have been returned back to the shelter.

As I mentioned before, this is about analyzing why things have not worked out and finding out what you can do to make improvements. For example, finding if

there is something you could have done that would have made the homing more successful. The list includes sections, such as, whether the animal was destructive.

So, if the animal was returned because it was chewing up the furniture or suffers anxiety when left alone, that finding would indicate that, for some reason, a specific behavior was missed in the shelter [assessment]. We would then look at our behavior assessments to find out why it happened.

Alternatively, it might be that the owner was actually leaving the dog for very long periods of time which they had not told us about. Other reasons may include 'not getting on with the children in the family' or that the animals 'developed a sickness or injury'. It might be something that is completely outside of our control. This is something we are seeing more of this year due to the economic situation. More people have been made redundant or lost their jobs and can no longer afford to keep their pets. That reason also is important to us because it is completely outside of our control. But analyzing how we handle that situation helps us plan for the same thing in the future. These figures are very important to help monitor your success (or otherwise). You can use them for your campaign materials to help gain support which, in turn, may help you gain greater funds, which is very important. So record keeping is incredibly important for helping the success of your own shelter.

[Slide 15] This graph shows some pretty basic records developed from record keeping. The front bars show the volume of dogs accepted, the rear bars the same for cats. This is at a section of RSPCA re-homing centers. How many were re-homed successfully and how many were euthanized.

This shows that over 24,000 dogs were accepted in 2008. But very sadly, over 8,000 were assessed with diseases and deemed unsuitable for re-homing. They will have been behavior or health-assessed after which it was decided that, for one or both of those reasons, it would not be safe, practical or in the best interests of

those particular animals to re-home them.

On a happier note, over 16,000 animals were re-homed. We only call a re-homing or adoption successful, once the animal has been in the home environment for over three months. We tend to find that if the animals can stay in the home for three months they will stay for the rest of their lifetime. This is a success story (despite the euthanasia figures) because when I first started working in welfare, these figures were quite different. In fact, it would have been very easy to transpose (just swap around) the euthanasia figures with the successful re-homings. So we have made a big improvement and this success is not just the success of the RSPCA, but also for very many others. [Slide 16] It is thought that there are about 750 animal welfare organizations in the United Kingdom.

Their role mainly derived from that of the original RSPCA in 1824 and many of them work alongside the RSPCA. Or, alternatively, they work independently but with the same aims and objectives, namely, to decrease the unwanted dog and cat populations (and other species) in the UK. They share some of the very same aims and objections of my own which are to improve animal welfare.

So, that was just a brief overview. I hope it has been of some value to you. [Slide 17] Please feel free to contact me or e-mail me if you have any questions or queries. I'm very happy to answer any questions that I can or offer any advice or consultation. Thank you for your time.

神戸アニマルケア国際会議

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【Slide 1】

英国王立動物虐待防止協会の現状

- ・制服着用の調査員330名
- ・回収職員150名
- ・2008年に調査した虐待苦情140,575件
- ・獣医クリニック41件
- ・動物病院4件
- ・動物センター52件
- ・2008年の里親縁組件数87,952件



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【Slide 5】

ミランダ・ラック + アソシエイツ
国際動物保護コンサルティング・トレーニング



- ・専門的トレーニング及びアドバイスの提供
- ・15年の資格歴
- ・7年の動物シェルター管理歴
- ・英国王立動物虐待防止協会（RSPCA）5つの教育コースで指導訓練士を務める。
- ・世界30以上のNGO団体に対するコンサルティング業を実施
- ・新しい挑戦に意欲的に取り組む。

【Slide 2】

過去

- ・ビクトリア朝の姿勢の変化
- ・科学実験の増加
- ・医療
- ・狂犬病の流行
- ・王室の支援



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【Slide 6】

イギリスでのシェルターワーク

- ・英国王立動物虐待防止協会とシェルターの開発
- ・動物保護と「5つの自由」
- ・シェルター管理業務
 - 方針：リホーミング(里親探し)
 - 標準的運営手順：記録管理
- ・成功事例に関する統計



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【Slide 3】

意識の変化

- ・個人資産の増加
- ・家庭の理想
- ・マーケティング
- ・専用シェルター
- ・教育とアドバイス
- ・社会的責任



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【Slide 7】

英国王立動物虐待防止協会（RSPCA）の紹介

- ・英国王立動物虐待防止協会（The Royal Society for the Prevention of Cruelty to Animals）
- ・動物への虐待防止と思いやり促進のため1824年に設立。
- ・四つの関心領域：飼育動物、ペット、野生動物、研究動物

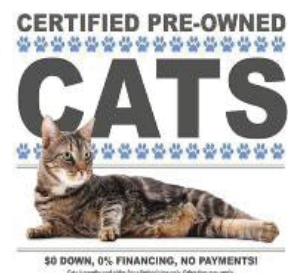


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【Slide 4】

未来

- ・英国で飼育されているペットの数、2千7百万
- ・犬と猫の数、16百万匹
- ・里親縁組で入手したペット27%
- ・ペットショップで入手したペット20%
- ・最近10年で犬用おやつ売り上げは2倍に増加



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【Slide 8】

動物保護

シェルター運営における「5つの自由」

- ・飢えと渇きからの開放
- ・不快さからの開放
- ・痛みや怪我、病気からの開放
- ・自然行動を表す自由
- ・恐怖と苦悩からの開放



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【Slide 9】

標準運営手順の開発

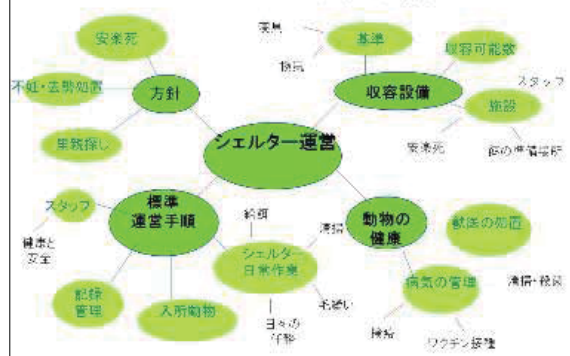
- ・スタッフ
- ・記録管理
- ・入所・出所動物
- ・シェルター日常作業



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【Slide 13】

シェルターでの動物保護



【Slide 10】

有効な記録管理

- ・簡潔
- ・既存の様式
- ・スタッフ
- ・アクセス
- ・機密性
- ・反省と反映

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【Slide 14】

開発方針

- ・組織代表
- ・関連主導者
- ・5つの自由の包括
- ・観察と反映



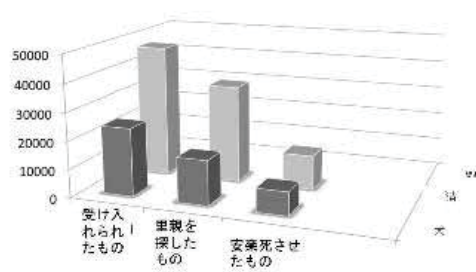
方針

- ・避妊・去勢処理
- ・安楽死
- ・里親探し

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【Slide 11】

統計



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【Slide 15】

有効な里親探し方策

- ・動物 - 行動と健康
- ・養子 - 面接
- ・紹介 - 適合性
- ・家庭訪問
- ・家庭訪問後 - 観察
- ・結果報告 - 反省と反映



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【Slide 12】



【Slide 16】

ありがとう、また会いましょう。



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【スライド17】

